

Best Practice Survey Instructions:

Village: _____ Date: _____

STEP 1: Circle your answer for each question and write the scores down in Step 1 Column. **STEP 2:** Total up all scores.

STEP 3: Match score to corresponding grade. **STEP 4:** Write Estimated Best Practice Grade.

Questions	Answers												
Minimum Age of Entry	<60	5	60	4	65	3		70	2	75	1	>75	0
Summary of Key Terms (KTS)	On Request	5					With ORA	3				Don't have one	0
Opt-out Period	Greater than 90 Days	5	Upto 90 Days	4	Upto 60 Days	3		Upto 30 Days	2	0-15 days after moving in	1	0-15 days BEFORE moving in	0
Weekly Fees Stop	On Exit	10	Within 28 Days	8	Within 3 months	6		Within 6 months	4	Within 9 months	2	After 9 months or ongoing	0
Weekly Fees Adjustments	No, fixed	10					Yes, CPI or Super linked	5				Yes, variable	0
Repairs and Maintenance	Yes	10					Yes, variable	5				No	0
Replacement of Chattels	Yes	5					Up to same % as capital gain shared	3				No	0
DMF Rate	10% or Less	10	11-15%	8	16-20%	6		21-25%	4	26-30%	2	Over 30%	0
DMF Timeframe	Over 5 yrs	5	4.1-5 yrs	4	3.1-4 yrs	3		2.1-3 yrs	2	1.6-2 yrs	1	1.5 yrs or less	0
DMF on second ORA's	No	10										Yes	0
Transfer Fees	No	5			Yes, under \$5000	3		Yes, under \$10,000	2			Yes, over \$10,000	0
Partial Payment on Exit	Yes	5										No	0
Repayment after Exit	Fully within 28 days	25	Fully within 3 months	20	Fully within 6 months	15		Fully within 9 months	10			Only on relicence	0
Accrual of DMF after Exit	No	10										Yes	0
Capital Loss Clause	No	5										Yes	0
Operators Insurance Excess	No excess to pay	5	upto \$250	4	\$251-500	3		\$501-\$750	2	\$751-\$1000	1	>\$1000	0
Reimburse resident made improvements	Yes	5					Yes, partially (ie less depreciation)	3				No	0
Operators Legal Fees	No	5										Yes	0
Capital Gain offered (CGBALANCER)	>75% Gain	45	50-74% Gain	36	25-49% Gain	27		10-24% Gain	18	1-9% Gain	9	No Gain	0

STEP 1
Line Score

The RVResidents grading system follows The University of Waikato's model, but with a full linear % scale. Some variation on grades may occur between the online table, page 12, and this basic grading form due to simplifying and rounding approaches used. Please refer to our online table for updated calculations AND check the operators latest ORA for any changes to terms.
Note: While these scores give a basic comparison, they do not grade or compare actual pricing of units, or the weekly fees charged. Please conduct you own research into this and any other financial implications that may be part of your move into a village.

STEP 3 Match Score Grade Chart

Score	Grade
>=133	A+
126-132	A
119-125	A-
112-118	B+
105-111	B
98-104	B-
91-97	C+
84-90	C
77-83	C-
70-76	D+
63-69	D
56-62	D-
0-55	F

STEP 4 FINAL GRADE


STEP 2 TOTAL:



Best Practice Guide and Score Sheet

Choosing the right retirement village is an important decision and trying to compare the differences is not always easy.







In 2022 RVResidents began developing a Best Practice Score that would rank village providers. To ensure the score was based purely on factual data rather than subjective information, RVResidents focused on 19 Key Terms found in each villages Occupation Rights Agreement (ORA). Virtually all of these terms have financial implications.

The Process: Each answer is allocated a % score based on RVResidents Best Practice, and then weighted according to level of importance, in general, by residents. A second score called a 'Capital Gain Balancer' is then added. This replaces the previous use of two total scores in our 2023 magazine, by taking into account the questions highlighted with a  on the Best Practice Survey page. We've identified these questions as having the opportunity for both operators and residents to share in costs if a resident is sharing in the capital gain. An operator could then score more if they have minimised the cost to residents, eg. if an operator is sharing capital gain BUT doesn't share the capital

loss, then they will score maximum points for not sharing capital loss. This rewards those operators prepared to share capital gain with residents while protecting them from market fluctuations. The Capital Gain Balancer Score allows operators the opportunity of up to 45% extra with each question it is linked with. *Note: The question 'Operators Legal Fees' is if the resident must pay for the operators legal costs associated with relicensing.*

While this has been trialled, it is only a basic comparison guide to show how villages or village providers compare according to RVResidents Best Practice. Please conduct your own research as well.

You can view Best Practice scores of some of the operators below, and the Score Sheet on the right will allow you to self-assess your own ORA, or a village you might be thinking about moving into. Also, look out for awards at villages for Best Practice. A full list of villages graded (with % scores), is available at www.rvr.org.nz/best-practice

 Sharing Capital Gains  85 - 100%  70 - 84.9%  55 - 69.9%  40 - 54.9%  0 - 39.9%

Vivid Living	TeKauwhata Retirement Trust	Oceania	LifeCare Residences NZ	HBH Senior Living
Lochlea Lifestyle Resort	Aspiring Lifestyle Village	Tamahere Eventide Home Trust	Bupa	Observatory Village
Hopper Living	Northbridge Lifecare Trust	Parata Anglican Charitable Trust	Quail Ridge Country Club	Presbyterian Support Southland
Karaka Pines	Riverdeen Park	Qestral Corporation	Rangiura Trust	Althorp Lifestyle Village
Parkwood Retirement Village	Kaiapoi Retirement Village	Summerset	Generus Group	Springlands Lifestyle Village
Ryman Healthcare	The Boulevard	Glenwood Home	Acacia Cove	Omokoroa Country Estate
Freedom Lifestyle Villages	Wellington Catholic Homes Trust	The Palms Lifestyle Village	Rosebank Retirement Village	Nazareth Community of Care
St Patrick's Village	The Sterling	Bainswood Retirement Village	Carmel Country Estate	Tamahere Country Club
Perry Foundation	Speldhurst Lifestyle Village	Peria House Limited	Fendalton Lifecare	Lady Wigram
Pompallier Village	Arrowtown Retirement Village	Metlifecare	Archer Trust	Woodlands Tauranga
St Stephen's Close Charitable Trust	The Botanic, Silverdale	Tainui Trust	Chatsford Heritage Lifecare	Moana House Trust
Arvida	Dutch Village Trust	Kamo Home & Village	Heritage Lifecare	